

## CITY OF SAN ANTONIO



<b>Administrative Directive</b>	<b>AD 7.7.1 SAP Technology Standardization</b>
<b>Procedural Guidelines</b>	Guidelines to establish SAP as a common technology standard in the City of San Antonio.
<b>Department/Division</b>	Information Technology Services Department (ITSD)
<b>Effective Date</b>	October 1, 2009
<b>Project Manager</b>	Information Technology Services Department (ITSD)

### Purpose

This directive seeks to ensure:

- Uniformity in common technology systems deployed by all City entities.
- Collaboration between and among City entities.

### Policy

As the City of San Antonio's (COSA) information technology (IT) assets and resources become more complex, more expensive, more interconnected, and more exposed to the external world, it is more important to create and adhere to well-defined technical standards. This directive establishes this requirement in COSA for the enterprise SAP system.

### Policy Applies To

<input type="checkbox"/> External & Internal Applicants	<input checked="" type="checkbox"/> Current Temporary Employees
<input checked="" type="checkbox"/> Current Full-Time Employees	<input type="checkbox"/> Current Volunteers
<input checked="" type="checkbox"/> Current Part-Time Employees	<input checked="" type="checkbox"/> Current Grant-Funded Employees
<input checked="" type="checkbox"/> Current Paid and Unpaid Interns	<input checked="" type="checkbox"/> Police and Fire Academy Trainees
<input checked="" type="checkbox"/> Uniformed Employees Under Collective Bargaining Agreements	

### Definitions

N/A

## Policy Guidelines

### General Guidelines

#### Standards Definition

##### A. Standards involving SAP shall:

1. Promote and enforce consistency in the automation of the City's common information systems.
2. Eliminate duplicative development efforts by City entities (includes all departments and non-departmental units).
3. Ensure continuity of ongoing City operations.
4. Promote efficiencies relating to the development, maintenance, and reporting of common data.
5. Enable the City to realize its full market power from using an enterprise approach to the selection of technology solutions.

#### Standards Implementation

- B. City entities are required to utilize SAP only for those functions performed by SAP modules (e.g., Human Resources, Finance, Materials Management).
- C. City entities are required to ensure that all systems purchased must be integrated with SAP to the satisfaction of the ITSD and the business and technical standards set by the primary business owner department (i.e., Finance for the SAP finance module, Budget for the SAP budget module, etc.)
- D. Primary business owner departments may establish separate directives establishing standards for system integration and use. For example, the Finance Department may establish a directive on SAP financial integration and transactions.

#### Upgrade or Replacement of Existing Systems

- E. Unless granted an exemption pursuant to the standards exemption process below, City departments and entities that are out of compliance must request funding or other needed resources to come into compliance.

#### Standards Exemption

- F. City entities may apply to the ITSD CTO/Director for a waiver by establishing a compelling technical and business case that warrants consideration of an exemption in accordance with AD 7.5A Establishing IT-Related Directives.
- G. Application for a waiver shall be submitted to the ITSD CTO/Director and shall include the following documentation:
1. A detailed profile of the entity's existing system, including a detailed description of:

	<ol style="list-style-type: none"> <li>a. System size</li> <li>b. User requirements</li> <li>c. Current platform</li> <li>d. Application functionality</li> <li>e. Required interfaces to other applications</li> <li>f. Administrative and fiscal costs associated with ongoing development and maintenance</li> <li>g. Any other documentation requested by ITSD CTO/Director</li> </ol> <ol style="list-style-type: none"> <li>2. Explanations of the business or technical requirements that are either not addressed by, or are incompatible with, the technology standard.</li> <li>3. A detailed cost/benefit analysis that compares the costs between: <ol style="list-style-type: none"> <li>a. Maintaining the existing system</li> <li>b. Migrating to the approved standard, based upon a reasonable cost quote</li> </ol> </li> </ol> <p>H. Exemptions granted will be subject to re-evaluation and review upon a change in the standard.</p>
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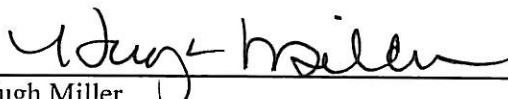
## **Roles & Responsibilities**

<b><u>Employees</u></b>	A. All individuals engaged in technology work for COSA are responsible for complying with all defined technology standards.
<b><u>Departments</u></b>	<p>A. All organizations engaged in technology work for COSA are responsible for complying with all defined technology standards.</p> <p>B. Unless granted an exemption pursuant to the standards exemption process, City departments and entities that are out of compliance must request funding or other needed resources to come into compliance.</p>
<b><u>ITSD</u></b>	A. Assist City entities to achieve compliance by providing technical and other assistance, as needed

## **Attachments**

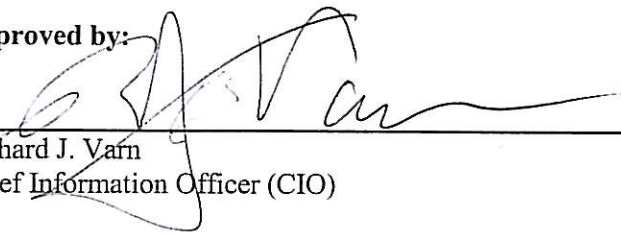
<b><u>N/A</u></b>	
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Information and/or clarification may be obtained by contacting the Information Technology Services Department (ITSD) at 207-8301.

  
 Hugh Miller  
 Information Technology Services Department Director / CTO

02/11/2010  
 Date

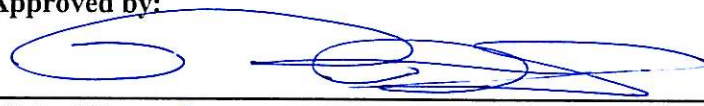
Approved by:

  
Richard J. Varn  
Chief Information Officer (CIO)

2/11/2010

Date


Approved by:

  
Michael Bernard  
City Attorney

2/16/2010

Date

Approved by:

  
Sheryl Sculley  
City Manager

2-18-10

Date